

# Provider One Phase I

## Project Frequently Asked Questions

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|    | Question                             | Answer   |
|----|--------------------------------------|--|
| 1. | <a href="#">What is ProviderOne?</a> | DSHS is developing a new automated payment system named ProviderOne. This system will eventually replace the current Medicaid Management Information System (MMIS) and the Social Service Payment System (SSPS) as well as similar providers paid via manual payments (A-19s). |

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|--|--|---|---|------------------------------------|------------------------------------|---|--|--|--|---|---|--|---|--|
| 2.   | When will ProviderOne be implemented?  | <p>For the current projected implementation timeline, please visit: <a href="http://maa.dshs.wa.gov/ProviderOne/projected schedule.htm">http://maa.dshs.wa.gov/ProviderOne/projected schedule.htm</a></p> <p>ProviderOne will be implemented over several years. Because of the large number of providers and DSHS programs impacted, the transition to ProviderOne is expected to occur in three phases:</p> <ul style="list-style-type: none"> <li>• Pharmacy Point of Sale (POS)</li> <li>• Phase I (medical and long term care claims processing)</li> <li>• Phase II (social services and some medical claims)</li> </ul> <p>At key intervals the schedule will be re-evaluated and updated if necessary. DSHS wants to make sure its' providers, staff and systems are ready before payments are processed in ProviderOne.</p>  |   |                                    |                                    |   |  |  |  |   |   |  |   |  |
| 3.   | Why is DSHS changing its payment systems?  | <p>DSHS is consolidating two large outdated payment systems to better meet changing business needs. The new system – named ProviderOne - will support the broad range of social and health services provided by DSHS.</p>   |   |                                    |                                    |   |  |  |  |   |   |  |   |  |
| 4.   | How do providers know which implementation phase will affect them?   | <p>Providers may be affected by more than one implementation phase. See descriptions for each phase below.</p> <table border="1"> <thead> <tr> <th><u>ProviderOne<br/>Pharmacy Point of Sale</u></th><th><u>ProviderOne -<br/>Phase One</u></th><th><u>ProviderOne -<br/>Phase Two</u></th></tr> </thead> <tbody> <tr> <td>Currently submit claims in the ACS Pharmacy Point of Sale (POS) system.</td><td> <ul style="list-style-type: none"> <li>• Use standard medical forms (UB, HCFA/CMS 1500, dental)</li> <li>• Submit claims through WaMedWeb or WinASAP</li> <li>• Paid per member per month (capitation payments)</li> </ul> </td><td> <p>Paid by validating a state generated invoice by paper or telephone<br/>Submit your own invoice and processed manually by DSHS<br/>Payments generate automatically without an invoice.</p> </td></tr> <tr> <td>Currently claims are processed through the current ACS Pharmacy Point of Sale (POS) system</td><td> <p>Providers' claims are processed through the current Medicaid Management Information System (MMIS).</p> </td><td> <p>Providers validated invoices, one-time payments and repetitive payments processed through Social Service Payment System (SSPS) as well similar providers currently paid through manual payments (A-19s).</p> </td></tr> <tr> <td><u>Examples</u> of provider types include chain drug store pharmacies, independent pharmacies, tribal pharmacies and pharmacies in bordering states.</td><td> <p><u>Examples</u> of provider types include managed care organizations, regional support networks, nursing homes, hospitals, tribal health centers and physicians.</p> </td><td> <p><u>Examples</u> of provider types include foster parents, adult family homes, Medicaid personal care providers (referred to as independent providers or IPs), regional service networks and adoption support providers.</p> </td></tr> </tbody> </table> | <u>ProviderOne<br/>Pharmacy Point of Sale</u> | <u>ProviderOne -<br/>Phase One</u> | <u>ProviderOne -<br/>Phase Two</u> | Currently submit claims in the ACS Pharmacy Point of Sale (POS) system. | <ul style="list-style-type: none"> <li>• Use standard medical forms (UB, HCFA/CMS 1500, dental)</li> <li>• Submit claims through WaMedWeb or WinASAP</li> <li>• Paid per member per month (capitation payments)</li> </ul> | <p>Paid by validating a state generated invoice by paper or telephone<br/>Submit your own invoice and processed manually by DSHS<br/>Payments generate automatically without an invoice.</p> | Currently claims are processed through the current ACS Pharmacy Point of Sale (POS) system | <p>Providers' claims are processed through the current Medicaid Management Information System (MMIS).</p> | <p>Providers validated invoices, one-time payments and repetitive payments processed through Social Service Payment System (SSPS) as well similar providers currently paid through manual payments (A-19s).</p> | <u>Examples</u> of provider types include chain drug store pharmacies, independent pharmacies, tribal pharmacies and pharmacies in bordering states. | <p><u>Examples</u> of provider types include managed care organizations, regional support networks, nursing homes, hospitals, tribal health centers and physicians.</p> | <p><u>Examples</u> of provider types include foster parents, adult family homes, Medicaid personal care providers (referred to as independent providers or IPs), regional service networks and adoption support providers.</p> |
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| 5. | Where can Providers find more information on ProviderOne?     | <p>Visit the ProviderOne website:<br/> <a href="http://maa.dshs.wa.gov/ProviderOne/providers.htm">http://maa.dshs.wa.gov/ProviderOne/providers.htm</a><br/> for Fact sheets, Provider Readiness Checklists, Frequently Asked Questions (FAQs), Workshops and other updates.</p> <p>Providers can sign up for email distribution lists (ListServes) to help them get ready for ProviderOne. Notifications will be regularly distributed through these lists:</p> <p><b>General Email Distribution List</b> - for providers who want to be notified of new materials, workshops and tools to help you prepare. Join at the following web site: <a href="http://listserv.wa.gov/archives/providerone_provider_readiness.html">http://listserv.wa.gov/archives/providerone_provider_readiness.html</a></p> <p><b>Technical Email Distribution List</b> - for individuals that only want to receive information on changes to batch HIPAA files and need data specifications (companion guides) for those files. Join at the following web site: <a href="http://listserv.wa.gov/archives/providerone_it_managers_group.html">http://listserv.wa.gov/archives/providerone_it_managers_group.html</a></p> |
| 6. | Where can providers ask questions?                            | <ol style="list-style-type: none"> <li>1. Send an email with your question to: <a href="mailto:ProviderOne@dshs.wa.gov">ProviderOne@dshs.wa.gov</a> or</li> <li>2. Call DSHS at <b>1-800-562-3022</b>. Press 2 for Providers and then option 4 for ProviderOne questions.</li> </ol> <p>DSHS will make every effort to answer your questions during the first contact or follow your open questions to closure.</p>   |
| 7. | What features will Phase I providers get from the new system? | <p>The ProviderOne system will include enhanced functionality for providers including:</p> <ul style="list-style-type: none"> <li>• Expanded Interactive Voice Response (IVR) transactions</li> <li>• Increased Online Self-Service features</li> <li>• Additional real-time access to client eligibility</li> </ul>  |
| 8. | What is DSHS doing to help providers prepare for ProviderOne? | <p>DSHS is developing informational tools and outreach events to support providers including:</p> <ul style="list-style-type: none"> <li>• Statewide provider and stakeholder meetings and workshops</li> <li>• Informational Fact Sheets tailored to specific topics</li> <li>• Checklists to guide provider readiness activities</li> <li>• Provider training activities</li> <li>• ProviderOne website and email address and DSHS phone number</li> </ul>  |

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| 9.  | How will providers be notified of upcoming ProviderOne Phase I activities and new training materials?                      | <p>DSHS will notify providers via multiple mediums including but not limited to:</p> <ul style="list-style-type: none"> <li>• Remittance Advice (RA) newsletter</li> <li>• Distribution Lists (ListServes) emails</li> <li>• Postings to ProviderOne website</li> <li>• When applicable, postcard notifications and numbered memorandums</li> </ul>  |
| 10. | Do providers need to register in ProviderOne?  | <p>Yes. Providers will need to</p> <ol style="list-style-type: none"> <li>1. Report their National Provider Identifiers (NPIs) to DSHS and</li> <li>2. Register in the new ProviderOne system.</li> </ol> <p>DSHS will provide detailed information on these processes on the project website when available. DSHS will inform providers using multiple communication channels (postcards, Remittance Notice notes, email from the ListServ, etc.) when these activities occur.</p>  |
| 11. | How will clearing houses and software vendors prepare for ProviderOne?   | <p>Clearing houses and software vendors need to review DSHS' new companion guides as soon as possible to plan for ProviderOne.</p> <p>Providers can assist their clearing houses and software vendors by:</p> <ol style="list-style-type: none"> <li>1) confirming they are aware and planning for ProviderOne</li> <li>2) encourage them to sign up for ProviderOne's email distribution list for batch electronic submitter updates. Join at:<br/> <a href="http://listserv.wa.gov/archives/providerone_it_managers_group.html">http://listserv.wa.gov/archives/providerone_it_managers_group.html</a> </li> </ol> |
| 12. | Is ProviderOne web based?  | Yes, it is web based.  |
| 13. | If Provider does not have a computer, can Providers still do business with DSHS?   | DSHS is not removing any current options. There will be paper claims submission and paper warrant options in ProviderOne, as well as validation of invoices via telephone in Phase 2.  |
| 14. | Can providers sign up to test the ProviderOne system?  | <p>Providers can forward their name, title, organization and contact information to the ProviderOne email or call the Provider Response Team.</p> <p>Providers may be contacted regarding testing materials or system or other readiness activities.</p>   |
| 15. | I heard about your coaching model at the workshops and want to work directly with my coach. What is their name and number? | Please send your questions to <a href="mailto:ProviderOne@dshs.wa.gov">ProviderOne@dshs.wa.gov</a> or call DSHS at <b>1-800-562-3022</b> . Press 2 for Providers and then option 4 for ProviderOne and NPI questions. The ProviderOne Response Team is staffed and trained to respond to your questions.   |

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| 16. | Do you have contingency plans?   | There will be contingency plans. We are learning from other states who have implemented new systems. Our sponsors, executives and legislature take this very seriously.   |
| 17. | Will you have both the current MMIS and ProviderOne operational (dual support) when you go live? | <p>No, both systems will not be running at the same time.</p> <p>DSHS will be doing parallel testing of the old and new systems, but will not do parallel production. When DSHS is assured that the system, providers and staff are ready, there will be a hard cut-over to ProviderOne from the current MMIS.</p>  |
| 18. | Why was CNSI's Maine Medicaid system implementation problematic?                                 | <p>Although Maine and Washington shared the same MMIS contractor, ProviderOne is a much different system and will have built-in safeguards that Maine lacked.</p> <p>Maine, like Washington, contracted with CNSI, a Maryland-based firm, to develop its new Medicaid Management Information System (MMIS). But their system encountered problems virtually from the moment it was launched.</p> <p>ProviderOne will be different because</p> <ul style="list-style-type: none"> <li>• It is a different system.</li> <li>• DSHS is not pushing this project on an unrealistic timetable. When ProviderOne goes live, it will be ready. DSHS has the flexibility to make sure we can resolve critical issues and fully test the system internally and with our providers before we go live.</li> </ul> <p>Other steps WA is taking to make sure the project will be ready:</p> <ul style="list-style-type: none"> <li>• Washington providers will be fully trained and briefed on the new system before it goes live. That outreach effort has already begun.</li> <li>• A cross-section of DSHS -- more than 300 employees who will be affected by ProviderOne -- have been brought into the project to help with its development and design.</li> <li>• An intensive staff education campaign will bring employees up to speed on ProviderOne before the launch.</li> <li>• Billing instructions are being scrubbed and tested to make sure they're right.</li> <li>• DSHS phone banks will be powered up, trained, ready to ferret out the source of complaints and get them fixed.</li> </ul> |

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| 19. | How will providers who bill in both Phase I (MMIS replacement) and Phase II (SSPS replacement) be impacted? | <p>After Phase I implements, all medical and long term care payments currently processed through MMIS will be paid through ProviderOne.</p> <p>Organizations that receive payments processed through SSPS will receive payments from both systems until Phase II implementation when SSPS payments migrate into the ProviderOne system.</p> <p>We will do a separate and different outreach for Phase II.</p> |